

CMS (Competency Management System)

Frequently Asked Questions

1. I cannot log into the System.

There could be a couple reasons for this. First, make sure “GRC” is highlighted as the Center in the Center drop-down box on the log-in screen. Also make sure you are using your WebTADS ID and your most current WebTADS password. If it still doesn’t work, call one of the CMS Administrators at GRC:

- Traci L. Savage – 3-2499
- Robert T. Strunak – 3-2199
- Scott R. Thomas – 3-2502

The Administrators can check to see if you are assigned as a “General User” or “Guest.” CMS sometimes assigns some employees as a Guest, and therefore these users cannot access the system. The Administrators will be able to help you with this. If you are a Co-op, you might not be able to access the system. Not all co-ops have been granted access to the system. Check with the CMS Administrator to see if you have access. Also, see the CMS Technical Issues Below.

2. What are tier levels and do we need to enter tier levels?

Tier levels refer to the level of proficiency you have in a particular competency, from 0 to 4, with 0 being entry level and 4 being experienced level. This is a feature that the Agency foresees using down the road, but for now you are only asked to enter your competencies.

3. What about the other tabs under “My Portfolio” (Skills, Experience, and Training). Do we need to enter information into these?

This information is currently contained in other NASA systems (like HRIS). Therefore, it is not necessary for you to enter it into the CMS.

4. I am a Manager, but I cannot access or view the employees in my organization. How can I verify their competencies and view/make changes to their position competencies?

This is an issue related to your user access permissions. Please call one of the CMS Administrators at GRC:

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The Administrators can check to see if you have been assigned to a manager role for your organization, and make the appropriate changes so you can view your employees’ competencies.

5. I cannot find a competency that pertains to my job. How can I see what competencies are available?

There are three areas in CMS where you can see available competencies:

1. On the log-in screen, before you log in, you will see a link to download the dictionary. This provides you competencies, definitions, background on CMS, and an appendix that provides changes from the last revision (rev. 4b) to the most current revision (rev. 5).
2. After you log in, under “My Portfolio”, there is another link to download the dictionary.
3. Under “My portfolio”, there is a link below your current personal competencies to add competencies to your portfolio. Click on the link and then drill down through the competency domains to find all competencies.

The competency dictionary is scheduled to be updated annually, and is currently on its fifth revision. If you do not see a competency that describes your position, please work with your line management to make a request to add a competency to the dictionary. (Process)

CMS Technical Issues

Using a Macintosh or Netscape Navigator

CMS does not currently work with a Macintosh Computer, and it does not function very well when using the Netscape Navigator Browser. For optimal results, please use a PC and Internet Explorer.